

IS Technical Services Professional Benefit Center Support

SUMMARY

Working under the close direction of the Unemployment Insurance (UI) Information Technology Coordinator (ITC) and the TSS Section Chief, this position provides technical support for the Madison benefit center. The Madison and Milwaukee benefit centers provide service to Wisconsin's phone based unemployment applications as well as inquiries. The primary responsibility of this position is to provide specialized technical support addressing the complexities of unemployment call center specific hardware and software.

In collaboration with the UI IT coordinator and agency IT support staff (BITS), this position provides technical assistance for hardware, software and network-client/server problems. The position is on site at the Madison benefit center with occasional trips to support Appleton, Eau Claire and potentially Milwaukee benefit centers.

In collaboration with the Milwaukee benefit center support staff and the central UI ITC staff, this position

- Analyzes, evaluates and recommends hardware and software upgrades.
- Identifies and resolves problems with specialized call center hardware/software and UI specific systems such as: CARES (ACD), fax routing server, TIC, UI Forms, monitoring systems.
- Tests hardware and software changes prior to implementation, install hardware upgrades.
- Diagnoses and troubleshoots problems in the Benefit Center and provide results to BITS and the help desk.
- Coordinates with the UI ITC on hardware and software purchases for the Benefit Center,
- Under guidance from the UI ITC, serve as a benefit center liaison with the UI ITC, bureau technical staff and department BITS telecommunication staff.

40% A. Facilitate systems analysis for the Madison, Appleton and Eau Claire benefit and Adjudication centers.

- A1. In collaboration with the UI ITC and Milwaukee support staff, provide support of Unemployment Insurance benefit center systems to benefit center users and clients.
- A2. Work closely with the UI ITC and BITS to evaluate, analyze and recommend new microcomputer software, software upgrades, hardware and hardware upgrades for potential benefit center use.
- A3. Identify and resolve problems with the CARES system administrator software.
- A4. Identify and resolve problems with the center fax server.
- A5. Provide first level support for telephone communications equipment and links in and between benefit centers and BITS.
- A6. Identify and resolve IT related problems, develop alternative solutions and make recommendations to the UI ITC for resolution in the benefit center.
- A7. Assist in testing, analyzing, and installing new versions of hardware and software before deploying to center PC's.

45% B. Provide hardware, software, and network support to the Benefit Centers.

- B1. Provide software support for benefit center staff on all versions of Windows, MS Office professional suite of software, and other off the-shelf products.
- B2. Provide on-site consultation and technical assistance to benefit center staff in the use of bureau microcomputer software and hardware.
- B3. Resolve problems and answer inquiries, or direct appropriate inquiries to the UI ITC or DWD (BITS) help desk.

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- B4. Render backup assistance in Appleton and Eau Claire hearings offices.
- B6. Install and test software upgrades on individual workstations.
- B7. Add workstations and peripheral equipment to the LAN to ensure compatibility with DWD standards.
- B8. Install and test hardware upgrades on individual workstations.
- B9. Replace and repair hardware components.
- B10. Perform preventive maintenance on IT machines.
- B11. Monitor maintenance agreements to recognize when to call vendor for repairs or refer problem to help desk.
- B12. Develop workflow and procedures for technical related communications within the benefit and adjudication center.
- B14. Maintain inventory of all PC components and peripheral equipment so service delivery is not interrupted.
- B15. Coordinate with the UI ITC on hardware/software purchases for the benefit center and adjudication centers.
- B16. Ensure security of all IT equipment in the benefit center including PC's, and other peripherals.

10% C. Participate in supporting data needs for the benefit center.

- C1. Assist researchers and managers with various call data reporting to advise management on system or staffing enhancements.
- C2. Study existing business rules and workflow and identify areas where changes in business processes and/or IT systems could improve efficiency and economy.
- C3. Use existing data structures and reporting tools to answer ad hoc business questions.
- C4. Participate in the implementation of procedures to manage information with consistency and quality.
- C5. In close collaboration with TSS researchers and IS Business Automation staff, participate in the retrieval and transformation of data from various sources and varying formats and software, particularly MS Excel.

5% C. Other Projects as Directed

- D1. At the direction of the Technical Services Section Chief, participate in a variety of special projects related to Management Information Systems.

Level

- Work is performed under close progressing to limited supervision.

Skills Required

- Strong ability to work as a member of a team.
- Strong problem identification and resolution skills.
- Strong verbal and written communication skills.
- Skill in use of MS Excel, MS Access, SQL or SQL Server.
- Knowledge of computer hardware and software.
- Knowledge of local and wide area network technology.
- Skill in interpersonal communications necessary to ensure cooperation, share information and maintain liaison with other bureaus, agencies, developers, researchers and the public.
- General experience applying project management skills.
- Knowledge of general information system concepts, principles, practices and techniques.